

Karl Dean  
MAYOR



## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

DEPARTMENT OF FINANCE  
OFFICE OF FINANCIAL ACCOUNTABILITY  
700 2<sup>nd</sup> Avenue South, STE 201  
NASHVILLE, TENNESSEE 37210

March 12, 2014

Keith Durbin – Chief Information Officer  
Information Technology Service  
700 2nd Avenue South, Suite 301  
P.O. Box 196300  
Nashville, TN, 37219

Dear Mr. Durbin:

The Office of Financial Accountability has completed a review of a selected number of the FY13 Budget Key Measures Results as reported to the Office of Management and Budget for the year ended June 30, 2013. The purpose of the review was to verify the accuracy of your department's reported results.

As stated in the engagement letter, we randomly selected and tested program results that constitute a minimum of 10% of the department's total reported program budgets. We have completed our review of the supporting documentation and test of the computation of the reported result of the selected FY13 key measure. The result of the testing is attached for your review.

We appreciate the assistance provided by your agency during the course of the review. If you have any questions, please call me at 615-862-6712.

Sincerely,

*Kevin Brown*

Kevin Brown  
Finance Administrator

CC: Richard M. Riebeling, Director of Finance  
Talia Lomax-O'dneal, Deputy Director of Finance  
Connie Chitwood, Information Technology Service  
Fred Adom, Office of Financial Accountability, Department of Finance  
Brad Thompson, Office of Financial Accountability, Department of Finance  
Essie Robertson, Office of Financial Accountability, Department of Finance  
Ken Hartlage, Office of Management and Budget, Department of Finance  
Rebekah Stephens, Office of Management and Budget, Department of Finance  
Jennifer Frederick, Office of Management and Budget, Department of Finance

## ATTACHMENT I

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Department: Information Technology Service

Purpose: To verify the accuracy of the department's performance measures as reported to the Office of Management and Budget.

Scope: FY 2013

Methodology: The Office of Financial Accountability randomly selected a sample that consisted of a minimum of 10% of the department's reported budgeted program dollars.

Total Reported Budget: \$15,111,600

Program: Applications Solutions

Total Tested Budget: \$1,147,700

Percent Tested: 7.59%

Performance Measure: Percentage of customers reporting that their overall experience with the Applications Solutions team meets or exceeds expectations

**Reported Data: 100%**

**OFA Calculation: 100%**

Was selected reported performance measure verified? Yes

## ATTACHMENT II

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Department: Information Technology Service

Purpose: To verify the accuracy of the department's performance measures as reported to the Office of Management and Budget.

Scope: FY 2013

Methodology: The Office of Financial Accountability randomly selected a sample that consisted of a minimum of 10% of the department's reported budgeted program dollars.

Total Reported Budget: \$15,111,600

Program: Data Infrastructure Support

Total Tested Budget: \$263,100

Percent Tested: 1.74%

Performance Measure: Percentage of time supported critical components are available

**Reported Data: 99.99%**

**OFA Calculation: 99.99%**

Was selected reported performance measure verified? Yes

### ATTACHMENT III

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Department: Information Technology Service

Purpose: To verify the accuracy of the department's performance measures as reported to the Office of Management and Budget.

Scope: FY 2013

Methodology: The Office of Financial Accountability randomly selected a sample that consisted of a minimum of 10% of the department's reported budgeted program dollars.

Total Reported Budget: \$15,111,600

Program: Identity & Access Management

Total Tested Budget: \$130,000

Percent Tested: 0.86%

Performance Measure: Percentage of Active Directory accounts that are available

Reported Data: **100%**

OFA Calculation: **100%**

Was selected reported performance measure verified? Yes

## ATTACHMENT IV

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Department: Information Technology Service

Purpose: To verify the accuracy of the department's performance measures as reported to the Office of Management and Budget.

Scope: FY 2013

Methodology: The Office of Financial Accountability randomly selected a sample that consisted of a minimum of 10% of the department's reported budgeted program dollars.

Total Reported Budget: \$15,111,600

Program: Executive Leadership

Total Tested Budget: \$610,800

Percent Tested: 4.04%

Performance Measure: Percentage of total Business Continuity / Disaster Recovery plans documented and successfully tested

**Reported Data: 100%**

**OFA Calculation: 100%**

Was selected reported performance measure verified? Yes